



# City of Tempe

## STRATEGIC MANAGEMENT ANALYST

### JOB CLASSIFICATION INFORMATION

|  |   |                                 |                         |
|--|---|---------------------------------|-------------------------|
| <i>Job Code:</i>                       | 301                                       | <i>FLSA Status:</i>             | Exempt                  |
| <i>Department:</i>                     | Strategic Management and Diversity Office | <i>Salary / Hourly Minimum:</i> | \$77,568                |
| <i>Supervision Level:</i>              | Non-Supervisor                            | <i>Salary / Hourly Maximum:</i> | \$104,196               |
| <i>Employee Group:</i>                 | UAEA                                      | <i>State Retirement Group:</i>  | ASRS                    |
| <i>Status:</i>                         | Classified                                | <i>Market Group:</i>            | Human Resources Manager |
| <i>Safety Sensitive / Drug Screen:</i> | No  | <i>EEO4 Group:</i>              | Professionals           |
| <i>Physical:</i>                       | No  |                                 |                         |

### REPORTING RELATIONSHIPS

Receives general supervision from supervisory and management staff.

May exercise direct supervision over para-professional, technical, and administrative staff.

### MINIMUM QUALIFICATIONS

|                                 |   |
|---------------------------------|---|
| <i>Experience:</i>              | Five (5) years of program administration and management experience in education, training, or organizational development; public sector experience is preferred.  |
| <i>Education:</i>               | Equivalent to a bachelor's degree from an accredited college or university with major course work in education, organizational development or degree related to the core functions of this position. A master's degree is preferred.  |
| <i>License / Certification:</i> | <ul style="list-style-type: none"><li>• Possession of a valid driver's license;</li><li>• Successful completion of Alternative Dispute Resolution (ADR) certification training for mediator skills from a recognized resolution service (such as the American Arbitration Association) is preferred.</li><li>• Nationally recognized adult education and organizational development certifications are preferred.</li></ul> |

### ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of professional, technical and analytical work for the City that advances a high performing, customer-

oriented organization that achieves its strategic priorities and to increase the organization's overall effectiveness to make a positive and lasting impact.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

### **When assigned to Organizational Development:**

- Define business processes, objectives and behavioral needs; research and analyze business issues by evaluating work flow, interviewing employees and surveying customers; document steps and desired outcomes for organizational development; research best practices in other cities and agencies.
- Develop an understanding of customer department's business processes and challenges including state and federal legislative requirements, industry standards and trends, staffing trends; Work closely with City department to define and accomplish strategic goals and objectives and execute successful business practices.
- Consult, advise and facilitate to establish long-term direction and strategic planning for organizational performance, workforce development, and change management.
- Develop and maintain a framework for the design and implementation of technical, operational, and performance standards and guidelines.
- Research, evaluate, and recommend alternative service delivery, solutions and processes including cost impact, the long-term viability of solutions, and the integration across other functional areas of the city.
- Attend customer department staff meetings and strategic planning sessions, provide input and suggest ideas on strategic directions.
- Work as a team with City staff to ensure that applied solutions and practices are consistent across the city and that the use of resources are being maximized.
- Conduct individual employee development consultations and confidential counseling; develop individual training and education plans.
- Assist the City Attorneys' Office, Human Resources and supervisors in responding to confidential employee-related interrogatories and training issues.

### **When assigned to Learning and Development:**

- Conduct analysis and research on a broad range of learning and organizational development assignments.
- Perform extensive research for curriculum development projects and educational technologies;
- Collect information on operational and administrative initiatives and perform comprehensive analysis;

- Develop and implement citywide training programs. Facilitate workshops and training sessions. Develop, modify and coordinate program curricula. Coordinate the development and certification of new learning and development faculty members. Critically evaluate and monitor learning and development learning and development faculty members and provide on-going consultation on adult education and training techniques to ensure quality programming.
- Research a wide variety of materials to remain current in the training and development field including participation in local and national adult education and training programs.
- Facilitate workshops and training sessions.

**When assigned to Operations:**

- Prepare, administer and monitor the division's operating budget; coordinate the budgeting process; maintain and monitor budget controls; prepare and/or approve budgetary transfers as required; prepare cost estimates for budget recommendations and submit justification for budget items; monitor and control expenditures; advise administrative personnel on budget problems, policies, and procedures.
- Assist in the development of RFP's (request for proposal) for learning and development services; exercise technical and functional supervision over the work of external contractors and vendors involved in specialized course development, design and delivery.
- Prepare, compile, analyze and tabulate comprehensive administrative, operational, and statistical reports; create and analyze learning and organizational development surveys; prepare monthly, quarterly, and annual reports.
- Serve as liaison between educational and training institutions and city employees; serve as project manager in the development and delivery of educational and training partnerships.
- Prepare reports on learning and organizational development for administrative and City Council decision-making.

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Operate city vehicles;
- Traverse uneven surfaces;
- Traverse long distances during workday with or without an accommodation;
- Work in a stationary position for considerable periods of time;
- Operates computers, calculators and other office machines;
- Extensive reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time.

## COMPETENCIES

| CLASSIFICATION LEVEL | INCLUDES      | COMPETENCIES   |
|----------------------|---------------|--|
| Foundational         | All Employees | Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn |

|  |               |  |
|--|---------------|--|
| Non-Supervisory  | In Addition > | Teamwork, Customer Service, Initiative, and Dependability / Reliability                        |
| Supervisory  | In Addition > | Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others             |
| Manager  | In Addition > | Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring |
| Deputy Director  | In Addition > | Entrepreneurship and Networking  |
| Director   | In Addition > | Organizational Vision  |
| <p><i>For more information about the City of Tempe's competencies for all classifications:</i></p> <p><a href="#">City of Tempe, AZ : Competencies</a></p> |               |  |

## JOB DESCRIPTION HISTORY

*Effective February 2006*

*Revised October 2016 (retitled to Strategic Mgmt Analyst; update min quals and job duties)*

*Revised October 2021 (update union code)*